

**State of California, Department of General Services
California 9-1-1 Emergency Communications Office**

REPORT TO: 9-1-1 Advisory Board
TOPIC: Broadmoor Police Department Funding Denial
REPORT DATE: October 18, 2005
PREPARED BY: Joan DeCrescenzo, Supervisor

OVERVIEW

The Broadmoor Police Department (PD) closed their public safety answering point (PSAP) for a period of approximately two years to construct a new PSAP facility and 9-1-1 callers continue, to this day, to be successfully routed to San Mateo County. Until August 2003, the California 9-1-1 Emergency Communications Office (9-1-1 Office) had no written notification of the closure and continued to pay for the 9-1-1 trunks. Once the new facility was completed, the Broadmoor PD contacted the 9-1-1 Office and requested funding for new equipment. The 9-1-1 Office conducted an analysis of the call volume for Broadmoor PD and discovered they had been "closed" for an extended period. Considering the break in service, the 9-1-1 Office addressed Broadmoor PD as a "new PSAP" and applied funding requirements as outlined in the State of California 9-1-1 Guidelines Manual, Chapter III (**Attachment A**). Funding was denied as Broadmoor PD did not meet two of the three requirements.

1. Commit to answer 9-1-1 calls 24 hours per day, seven days per week for at least five years.
2. Provide documentation to support an anticipated call volume of 300 or more 9-1-1 calls per month.

CHRONOLOGICAL DOCUMENTATION

June 2001 **Attachment B** - Series of email messages within Pacific Bell (PB, now SBC) regarding service changes for the temporary closure of Broadmoor PD (forwarded to 9-1-1 Office in September 2004, upon request).

September 2001 **Attachment C** - An email from Hilary Coby (PB) to Susan Reiter (PB) requesting that all USOCs be removed and CPE disconnected except for the alternate answer circuit and 9-1-1 trunks (forwarded to 9-1-1 Office in September 2004, upon request).

September 2001 **Attachment D** - Work orders for SBC (9/19/01 and 9/20/01) to remove equipment and instructions not to disconnect the 9-1-1 trunks or the alternate answer circuit (forwarded to 9-1-1 Office in September 2004, upon request). All trunks were re-routed to San Mateo County. These work orders were not reviewed and/or approved by the 9-1-1 Office.

August 2003 **Attachment E** - Broadmoor PD letter to the 9-1-1 Office announcing the reopening of their PSAP and authorizing Dan White to work with the State on funding issues.

August 21, 2003 **Attachment F** - Series of email messages from Dan White to David Sanchez (9-1-1 Office) on 8/19/03; response from David Sanchez on 8/21/03; follow-up from Dan White later on 8/21/03.

November 25, 2003 **Attachment G** - Email from Dan White to David Sanchez requesting a letter from the 9-1-1 Office formalizing the State's position on Broadmoor PD funding.

May 7, 2004 **Attachment H** - Letter from Joan DeCrescenzo (9-1-1 Office) to the Broadmoor PD with notification the agency does not meet the criteria to be a funded PSAP.

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August 19, 2004 **Attachment I** - Email exchange from Dan White to Dana Earl (9-1-1 Office) stated Broadmoor PD would be funding their own equipment and requested that the trunks be reconnected to the new facility. In response, Dana informed Dan that any charges associated with move/changes of the 9-1-1 trunks will be paid for by the Broadmoor PD and as of September 1, 2004 the State will not longer pay these bills.

August 31, 2004 **Attachment J** - Email from Chief Gregory Love to Diane Osborne (past employee of the 9-1-1 Office) requesting her help in recalling conversations he said he had with her regarding the closure of the PSAP. Diane Osborne forwarded the email to Daphne Rhoe stating that Diane does not recall having discussions with Chief Love regarding the temporary closure of the PSAP.

September 14, 2004 **Attachment K** – Summary of conference call attended by Daphne Rhoe, Dana Earl, Dan White, Chief Gregory Love and Ralph Cole of Broadmoor PD.

September 17, 2004 **Attachment L** - Letter from Daphne Rhoe to Chief Gregory Love

September 24, 2004 **Attachment M** - Letter from Chief Gregory Love to Barry Hemphill, Deputy Director, Department of General Services, State of California.

October 14, 2004 **Attachment N** – Letter from Barry Hemphill to Chief Gregory Love

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9-1-1 OPERATIONS MANUAL
Chapter III – Funding

Attachment A

“NEW” PUBLIC SAFETY ANSWERING POINT FUNDING POLICY

To be established as a new public safety answering point (PSAP) and receive 9-1-1 Office funding, the agency must meet the following criteria.

1. Be a public agency as defined in Government Code Section 53101: “Public agency as used in this article, means the state, and any city, county, city and county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services”.
2. Commit to answer 9-1-1 calls 24 hours per day, seven days per week for at least five years.
3. Provide documentation to support an anticipated call volume of 300 or more 9-1-1 calls per month (PSAPs that answer less than 300 calls per month will be considered on a case-by-case basis).

Note: The 9-1-1 Office encourages PSAPs to consider PSAP consolidation, when appropriate, to make more efficient use of PSAP and 9-1-1 Office resources. All requests to fund new 9-1-1 systems that will answer calls diverted from previously funded PSAP locations will be considered on a case-by-case basis. Exceptions may be made in those cases where it can be demonstrated that funding a new PSAP will result in an overall reduction in 9-1-1 costs and/or a measurable improvement of 9-1-1 service.

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Attachment B

Earl, Dana

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From: COBY, HILARIE G (PB) [hl9683@sbccom]
Sent: Monday, September 06, 2004 11:35 AM
To: Dana Earl
Subject: FW: Broadmoor PD.xls

Hi Dana -
Nice talking to you on Friday. This is one of the first email chains detailing the alternate answer issue. You can see that Broadmoor originally had Brisbane as an alternate answer site. Brisbane closed their doors permanently first and had their citizens' calls go to County. Broadmoor first piggy-backed on to that arrangement...

Hilarie Coby
SBC E911 Public Safety Solutions
415-545-0861 (office)
415-220-0961 (pager)

> -----Original Message-----

> From: REITER, SUSAN E (PB)
> Sent: Wednesday, June 06, 2001 3:19 PM
> To: COBY, HILARIE G (PB)
> Subject: RE: Broadmoor PD.xls

> Hilarie,
> The transfer switch appears to reside at Broadmoor itself not at
> Brisbane as it usually would be so if they knock the building down the
> Alt Answer circuit will go caput. We will have to disconnect the
> circuit at that time if not before and their calls will go to never
> never land. Someone needs to make decisions soon about what they want
> to do.

> Sandi is sending David out to verify but Sord, MLAC and
> TIRKS all confirm that Broadmoor's AA circuit is actually terminating
> at Broadmoor not Brisbane.
> I need another vacation!

> Sue Reiter
> E9-1-1 Service Representative
> PACIFIC BELL
> (voice) 916-593-4161
> (Toll free) 888-972-4169
> (fax) 800-304-1148

> -----Original Message-----

> From: COBY, HILARIE G (PB)
> Sent: Wednesday, June 06, 2001 3:04 PM
> To: HINSON, SAUNDRA M (PB)
> Cc: MC CARNEY, MICHAEL W (PB); REITER, SUSAN E (PB)
> Subject: FW: Broadmoor PD.xls

> HI Sandi -
> I believe that for now, as Brisbane is in "permanent alternate
> answer" to San Mateo County Com., whenever Broadmoor evokes alternate
> answer they go along with the old Brisbane circuit to San Mateo,
> n'cest pas?

> -----Original Message-----

> From: REITER, SUSAN E (PB)
> Sent: Wednesday, June 06, 2001 2:04 PM
> To: COBY, HILARIE G (PB)
> Subject: RE: Broadmoor PD.xls

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> Kim's too new to get confused...unfortunately confusion is becoming my
> permanent state of mind!
> Got any idea what you'd like us to do with their existing alt answer
> circuit that appears to go nowhere?

> Sue Reiter
> E9-1-1 Service Representative
> PACIFIC BELL
> (voice) 916-593-4161
> (Toll free) 888-972-4169
> (fax) 800-304-1148

> -----Original Message-----

> From: COBY, HILARIE G (PB)
> Sent: Wednesday, June 06, 2001 1:34 PM
> To: ALEMAN, KIMBERLY A (PB); ALVAREZ, ROBERT A (PB);
> BOSTROM, CAROLE E (PB); BROWN, JEFFREY S (PB); DELAROSBY, PAUL - DAVID
> (PB); ESTRADA, DAVID (PB); FERGUSON, SANDRA (PB); GEORGE, SUSAN M
> (PB); GROSS, KAREN M (PB); HENDERSON, PATTY (PB); HINSON, SAUNDRA M
> (PB); HOSTETTLER, BRUCE A (PB); LINDY, LYNETTE M (PB); LOPEZ, PHIL
> (PB); MC CARNEY, MICHAEL W (PB); REITER, SUSAN E (PB)
> Subject: RE: Broadmoor PD.xls

> Hi All -
> Welcome, Kim! We will sorely miss Mary, but are very glad to
> have you with us -I hope you like our team.
> On Broadmoor -this is a tiny PSAP in unincorporated Daly City.
> They are actually planning to close up shop as their current PSAP (a
> house, really) will be razed as part of a construction project. I
> have met with them regarding possible options, but really, it will be
> difficult for them to re-establish in a year or two from a
> State-funding standpoint. At any rate, that will be their fight with
> DGS.

> In the meantime, historically Brisbane took over their calls
> regularly. Brisbane PD has now disbanded as a PSAP as of May 1 and
> calls have been assumed by North County (San Mateo Co. Com). I
> advised Ken in Broadmoor that he will need to reach an agreement with
> Jaime Young of North County when it gets closer to the time when they
> need someone to permanently answer. There are many political
> components here, as you can imagine, chief among them service for the
> citizens of the Broadmoor community.

> I have talked to Sandi about all this -if you are totally
> confused give me a call and welcome to 911!

> -----Original Message-----

> From: ALEMAN, KIMBERLY A (PB)
> Sent: Wednesday, June 06, 2001 1:01 PM
> To: ALVAREZ, ROBERT A (PB); BOSTROM, CAROLE E (PB);
> BROWN, JEFFREY S (PB); COBY, HILARIE G (PB); DELAROSBY, PAUL - DAVID
> (PB); ESTRADA, DAVID (PB); FERGUSON, SANDRA (PB); GEORGE, SUSAN M
> (PB); GROSS, KAREN M (PB); HENDERSON, PATTY (PB); HINSON, SAUNDRA M
> (PB); HOSTETTLER, BRUCE A (PB); LINDY, LYNETTE M (PB); LOPEZ, PHIL
> (PB); MC CARNEY, MICHAEL W (PB); REITER, SUSAN E (PB)
> Subject: Broadmoor PD.xls

> << File: Broadmoor PD.xls >>

> Here is the M911 for Broadmoor PD, If you have any
> questions please feel free to call me.

> Thank you,

> Kimberly Aleman
> ECM

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> 916-972-6948
> Pacific Bell 9-1-1 Public Safety Solutions
>

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Attachment C

Earl, Dana

From: COBY, HILARIE G (PB) [hl9683@sbc.com]
Sent: Monday, September 06, 2004 14:42 AM
To: Dana Earl
Subject: FW: Disc PSAP -Broadmoor PD-done



BRDMR-DISC
M911.xls



BRDMR-ALT
ANS.M911.xls

Hi again -

..more on Broadmoor....

<<BRDMR-DISC M911.xls>> <<BRDMR-ALT ANS.M911.xls>>
Hilarie Coby
SBC E911 Public Safety Solutions
415-545-0861 (office)
415-220-0961 (pager)

> -----Original Message-----

> From: REITER, SUSAN E (PB)
> Sent: Thursday, September 13, 2001 4:07 PM
> To: COBY, HILARIE G (PB)
> Subject: RE: Disc PSAP -Broadmoor PD-done

>
> done

> Sue Reiter
> E9-1-1 Service Representative
> PACIFIC BELL
> (voice) 916-593-4161
> (Toll free) 888-972-4169
> (fax) 800-304-1148

> -----Original Message-----

> From: COBY, HILARIE G (PB)
> Sent: Thursday, September 13, 2001 1:18 PM
> To: REITER, SUSAN E (PB)
> Subject: Disc PSAP -Broadmoor PD-done
> Importance: High

> C35898898 dd 9-19-01 issued to dispatch and remove equipment but leave
> the 911 lines working

> Hi Sue -
> Hope this makes sense -Broadmoor needs all their USOCs removed
> (billing suspended) and CPE disconnected (shipped to warehouse/router
> retrieved) EXCEPT for the Alternate Answer circuit and 911 TRUNKS!!
> Let me know if you have any questions after reviewing this:

> << File: BRDMR-DISC M911.xls >>

> Thanks,
> Hilarie
> Hilarie L. Coby
> Emergency Communications Manager

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Pacific Bell E911 Service Request (M911-E-1)

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Issue #:

Date: 9/18/01

Customer Request Date:

Due Date: 9/20/01

Lead Order No.: C35898898

9-1-1 ECM: Hilarie Coby

[] Proposal/Inquiry [] New Issue [] Speed Call Adds/Chng [] Alternate Answ Ckt [] Install Lines [] Install Equipment
or [] ESN Adds/Chng [] ALI ckt [] Rearrange lines [] Move Equipment
[] Firm Order [] Supplement [] OTHER [] Remote Monitor lines [] Remove lines [x] Remove Equipment

Customer Name: BROADMOOR PD

911: 650-9117755

New Service Address: 25 SAN FERNANDO WAY, SUITE A, DALY CITY, CA.

Zip:

Present Service Address: 388 88TH ST.

ZIP: 94015

Customer Contact: KEN CUNNINGHAM

Telephone #: 650-755-3840

Access Instructions:

Description of Service

E911 Control Office Name:

Common Language Code:

Responsibility Detail

	Name	Tel. No.	FAX #
	<i>9-1-1 Account Manager</i>		
	<i>911 Engineering</i> Luan Hoang	925-671-5903	925-689-3911
	<i>911 Project Manager</i>		
	<i>BIC Engineer</i>		
To:	CMAC Sandi Hinson	916-977-4415	
To:	CMAC JC Coyne		
	CSSC Sue Reiter	916-593-4161	800-304-1148
	DIU - North Paul-David De la Rosby	916-972-3981	(916)485-8230
	- South Carole Bostrom	714-992-3201	(714)992-6435
	ALISA/DBMS Berta Barbes	714-992-3508	714-680-3958
	ESAC		
	LMOS		
	<i>Local Account Team</i>		
To:	NTG - North Phil Poole		916-971-0168
	-South		858-271-1116
	<i>Network Planning</i>		
	<i>PCO</i>		
	<i>Service Executive</i>		
To:	Special Services Sup Doug Craig		
To:	Special Services Tech David Estrada		
	<i>Technical Support</i>		
	Maintenance Eng - North Bruce Hosteller	916-977-4203	916)488-9854
	- South Bob Hardcastle	213-633-3156	213-489-7207

FROM: 9-1-1 ECM

Hilarie Coby

INSTRUCTIONS:

Customer is vacating PSAP at 388 88th Street in Broadmoor, CA for approximately 18 months during new construction.

Customer will temporarily relocate to 25 San Fernando Way, Suite "A" in Daly City for *patrol* dispatch operations only.

Customer will alternate answer 911 traffic to San Mateo County Communications via (Brisbane) ckt **81SGNA602084-001PT**

PLEASE HARDWIRE ALTERNATE ANSWER CIRCUIT TRANSLATION VIA PERMANENT ROUTE INDEX CHANGE

BRDMR-ALT ANS.M911.xls Remove Equipment

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SO THAT BROADMOOR'S 650-911-7755 TRAFFIC WILL BE DIRECTED TO SAN MATEO'S 650-911-7367 GROUP.

BRDMR-ALT ANS.M911.xls Remove Equipment

9/7/2004

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BROADMOOR POLICE DEPARTMENT

388 Eighty Eighth Street
Broadmoor, CA 94015-1717
(650) 755-3838 • Fax (650) 877-5425

Attachment E



Gregory Love
Chief of Police

Board of Police Commissioners
Hon. J. Wayne Johnson
Hon. Glynis A. Carreira
Hon. Joseph P. Sheridan

David Sanchez
Telecommunications Systems Analyst
STATE OF CALIFORNIA
Department of General Services – E911
601 Sequoia Pacific Blvd
Sacramento, CA 95814-0282

Good Morning Mr. Sanchez:

Some time ago, the *Broadmoor Police Protection District* moved into temporary quarters to allow for demolition of our old police building and construction of a new, modern facility. Before this move we had a PSAP in our police facility and we desire to have one in our new facility. By mutual agreement, our old equipment was removed from the old building and our 911 trunks were temporarily forwarded to San Mateo County Communications during construction. The primary reason for this interim arrangement was to not incur the cost of installation twice. At the time this was done, Diane Osbourne of your office agreed to fund the installation of a PSAP once we moved to our new building.

Our occupancy is scheduled for Tuesday, 5 August and as we prepare to move I believe it is time to plan the return of our PSAP. To this end, we have engaged the services of Daniel D. White of Specialized Communications Services to manage the migration of our telecommunications facilities and he will be working with you and the PSAP vendor to get our service installed. I believe Dan has worked with your office on other installations and I would appreciate you working with him on behalf of Broadmoor. This letter will authorize Dan to represent the district and as our representative he may have access to any and all records and information regarding our PSAP. Dan is also authorized to place orders for any products and services as may be appropriate for this project.

I'm sure Dan will be in contact with you soon. He can be reached by phone at 925-833-2424 or email dan@specialized-comm.com. Thank you in advance for your co-operation.

Very truly yours,

Ralph E. Cole, Commander of Police

C: Daniel D. White

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

Attachment F

Sanchez, David

1084

From: Sanchez, David
Sent: Thursday, August 21, 2003 1:37 PM
To: 'Dan White'
Subject: RE: Broadmoor revisited

Dan, I have provided preliminary information to my supervisor with regard to the above mentioned and the interest they have in re-establishing as a PSAP. I have also gather call volume from San Mateo County where calls are being handled by the Sheriff.

Currently I have no other source for measuring the call volume which is how funding is calculated. With this current call volume the funding for Broadmoor would be in question. Are you able to produce call status for this agency which could assist in the re-evaluation prior to any formal decision being made in this area. Is there a letter on file indicating that the equipment would be reinstalled etc...?

Here is the 9-1-1 calls to date:

2000 - 466 calls or 38 calls a month
2001 - 820 calls or 68 calls a month
2002 - 687 calls or 57 calls a month

According to our Funding Chapter III:

<http://www.td.dgs.ca.gov/Publications/911/911manualchapter3.htm>

excerpt reads:

CPE Funding Level Calculations

PSAPs that exceed the minimum emergency call volumes qualify for 9-1-1 funding. All funding levels are based on the quantity of emergency calls answered at the PSAP, including up to 20 percent of calls that are abandoned before they are answered.

PSAPs that answer between 0 and 300 calls per month will be considered on a case-by-case basis for State 9-1-1 Program funding. Established PSAPs that answer less than 300 calls may be "grandfathered" at a minimum level of funding (to be determined). Continued funding for "grandfathered" systems will be reassessed on a case-by-case basis as each system becomes due for replacement or upgrade.

PSAPs that answer between 301 and 800 9-1-1 calls per month will be funded at the level of a two-position PSAP.

PSAPs that answer between 801 and 1200 9-1-1 calls per month will be funded at the level of a three-position PSAP.

Thank you for your e-mail,

David F Sanchez
9-1-1 Consultant
California 9-1-1 Emergency Communications Office
(916) 657-9177

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California 9-1-1 Emergency Communications Office

Sanchez, David

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From: Dan White [dan@specialized-comm.com]
Sent: Thursday, August 21, 2003 2:25 PM
To: Sanchez, David
Subject: RE: Broadmoor revisited

At 01:36 PM 8/21/2003 -0700, you wrote:

>Dan, I have provided preliminary information to my supervisor with regard
>to the above mentioned and the interest they have in re-establishing as a
>PSAP. I have also gather call volume from San Mateo County where calls are
>being handled by the Sheriff.
>
>Currently I have no other source for measuring the call volume which is how
>funding is calculated. With this current call volume the funding for
>Broadmoor would be in question. Are you able to produce call status for
>this agency which could assist in the re-evaluation prior to any formal
>decision being made in this area. Is there a letter on file indicating that
>the equipment would be reinstalled etc...?

My gut reaction is that the call volume has not changed significantly as the population and agency size is relatively static. I will look around a bit for stats.

While there is nothing in writing (you'd think cops would know better) our Chief quotes Diane Osborne by name as having agreed verbally to replace the PSAP. As I understand the circumstances, they were "due" for an upgrade and at that time were going to move to temp space while their new building was constructed. The agreement was that to save the cost of installing, deinstalling, and reinstalling the PSAP in the temp space they would defer the new system install until the new building was completed and then do one install. Meanwhile the trunks were CO-forwarded to County and the district pays County to answer them. I have to admit that, while I would have gotten this in writing, this is a very prudent plan and knowing Diane as I do (did) it does sound like something she would have agreed to in principle.

My position on this is going to be that we are and always have been an "established PSAP" and should be grandfathered as all of the other small PSAPs have been. I base my "established PSAP" position on the fact that the Broadmoor trunks were CO-forwarded rather than being disconnected and continue to be funded by you. This to me indicates intent to re-establish the PSAP equipment otherwise the trunks should not have been forwarded rather the ESN should have been transferred to County permanently.

Broadmoor is a very, very community-oriented and resourceful group of professionals who provide high level service to their small community and do it very well and very economically. A big part of their economic management is through the use of "volunteers" as they call them; actually members of the community who serve in both sworn and non-sworn positions and are very, very active and involved in the department. I have resources in the department willing to work with me to provide and install a Zetron PSAP most likely at less cost than thru the MPA. For me to make this happen I would need SOME funding commitment from you and then I'll try to back into that funding level using local resources. Be assured David, this will beat the hell out of what SBC would charge and there is no way in good conscience I could ask for that level of funding for an agency of this size notwithstanding the fact you have funded smaller agencies via the SBC route. I know you recently funded small PSAPs like San Anselmo, Fairfax, Chertton, Novato, Cotati, and I believe there are plans to fund Cloverdale. I believe consistency (which I am very big on) dictates you seriously consider Broadmoor also as their population of 6500 is certainly larger than most of the agencies I just mentioned.

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I can make a lot of things happen relatively inexpensively if you folks will work with me. Please let me know how we can do this and I'll jump thru the hoops. If you and your supervisor would like a face to face meeting, I'm always glad to come visit. I think I can even still find your office.

Thanx for working with me.

Best personal regards.

>Here is the 9-1-1 calls to date:

>
>2000 - 466 calls or 38 calls a month
>2001 - 820 calls or 68 calls a month
>2002 - 687 calls or 57 calls a month
>

>According to our Funding Chapter III:

><http://www.td.dgs.ca.gov/Publications/911/911manualchapter3.htm>

>excerpt reads:

>
>CPE Funding Level Calculations
>PSAPs that exceed the minimum emergency call volumes qualify for 9-1-1
>funding. All funding levels are based on the quantity of emergency calls
>answered at the PSAP, including up to 20 percent of calls that are abandoned
>before they are answered.
>

>PSAPs that answer between 0 and 300 calls per month will be considered on a
>case-by-case basis for State 9-1-1 Program funding. Established PSAPs that
>answer less than 300 calls may be "grandfathered" at a minimum level of
>funding (to be determined). Continued funding for "grandfathered" systems
>will be reassessed on a case-by-case basis as each system becomes due for
>replacement or upgrade.
>

>PSAPs that answer between 301 and 800 9-1-1 calls per month will be funded
>at the level of a two-position PSAP.
>

>PSAPs that answer between 801 and 1200 9-1-1 calls per month will be funded
>at the level of a three-position PSAP.
>

>Thank you for your e-mail,

>
>David F Sanchez
>9-1-1 Consultant
>California 9-1-1 Emergency Communications Office
>(916) 657-9177
>916-657-9882 (fax)
>david.sanchez@dgs.ca.gov
><http://www.td.dgs.ca.gov/default.htm>
>
>
>

>-----Original Message-----

>From: Dan White [mailto:dan@specialized-comm.com]

>Sent: Tuesday, August 19, 2003 4:02 PM

>To: david.sanchez@dgs.ca.gov

>Subject: Broadmoor revisited
>
>

>Hi David:

Sorry to be a pain; could you let me know your intentions in re
>Broadmoor PD please?? If you need more information or would like to
>discuss this, pls suggest a time and I'll be glad to call. They are in
>their new building now and I'd really like to resolve the E911 equipment

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>and trunks and move onward. Thank for understanding.
>
> Best personal regards.
>
=====

>dan@specialized-comm.com KG6DKE Dan White
> There are two types of people in this world, good and bad. The good
>sleep better, but the bad seem to enjoy the waking hours much more.
>Woody Allen
> http://www.specialized-comm.com ICQ 163769694
>=====

=====

dan@specialized-comm.com KG6DKE Dan White
Anyone who has never made a mistake has never tried anything new.
Albert Einstein
http://www.specialized-comm.com ICQ 163769694
=====

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Attachment G

Sanchez, David

From: Dan White [dan@specialized-comm.com]
Sent: Tuesday, November 25, 2003 2:15 PM
To: david.sanchez@dgs.ca.gov
Subject: Broadmoor revisited

When last we met in your office it appeared you had reached a decision (albeit a negative one) and were going to send a letter denying the PSAP for Broadmoor. To date we have heard nothing and my Chief continues to want to pursue this. He attended some police chief's function in Monterey last week and learned that several agencies are receiving grant money for E911 equipment and this re-opened the issue with him.

I have been candid with you on my feelings, however it is very apparent these people are not going to let this die so I guess I have to deal with it. If your final decision is to deny their funding, please proceed with the letter you mentioned and copy me and we will use that as a basis for deciding our next course of action. In my recent meeting with Commander Ralph Cole I believe the next step is that Chief Love will ask for the opportunity to talk with Diane Osborne and recount the conversation he recalls from 2+ years ago and the "promises" that were made.

Lets get your position on the table and go from there. Its obvious they are not going to let go.

Happy Thanksgiving to you and all the nice folks there @ 911-land. I enjoyed meeting you and Joan.

Best personal regards.

=====
dan@specialized-comm.com KG6DKE Dan White
 Before you can get organized, you must get organized.
 http://www.specialized-comm.com ICQ 163769694
=====

State of California, Department of General Services
California 9-1-1 Emergency Communications Office



State of California • Arnold Schwarzenegger, Governor
State and Consumer Services Agency

Attachment H

DEPARTMENT OF GENERAL SERVICES
Telecommunications Division

May 7, 2004

Mr. Gregory Love, Chief of Police
Broadmoor Police Department
388 Eighty Eighth Street
Broadmoor, CA 94015-1717

Dear Mr. Love:

This is in response to your letter of August 4, 2003, requesting that the Broadmoor Police Department (PD) be reinstated as a public safety answering point (PSAP) and to request funding from the California 9-1-1 Emergency Communications Office (9-1-1 Office) to purchase a new 9-1-1 customer premise equipment (CPE) telephone system.

To be established as a new PSAP and receive 9-1-1 Office funding, the agency must meet the following criteria:

1. Be a public agency as defined in Government Code Section 53101: "Public agency as used in this article, means the state, and any city, county, city and county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services".
2. Commit to answer 9-1-1 calls 24 hours per day, seven days per week for at least five years.
3. Provide documentation to support an anticipated call volume of 300 or more 9-1-1 calls per month (PSAPs that answer less than 300 calls per month will be considered on a case-by-case basis).

Note: The 9-1-1 Office encourages PSAPs to consider PSAP consolidation, when appropriate, to make more efficient use of PSAP and 9-1-1 Office resources. All requests to fund new 9-1-1 systems that will answer calls diverted from previously funded PSAP locations will be considered on a case-by-case basis. Exceptions may be made in those cases where it can be demonstrated that funding a new PSAP will result in an overall reduction in 9-1-1 costs and/or a measurable improvement of 9-1-1 service.

The 9-1-1 Office has reviewed all files for your agency and found there is no written communication or approval regarding the temporary closure of your PSAP prior to your agency's move. We have had multiple conversations with your agency's representative, Mr. Daniel White of Specialized Communications Services, asking to provide any written correspondence or information regarding the temporary status of your PSAP closure. To date he has not been able to provide this information.

601 Sequoia Pacific Boulevard • Sacramento, California 95814-0231 • (916) 657-9903

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

Mr. Gregory Love

-2-

May 7, 2004

Mr. White did say the 9-1-1 trunks were forwarded by the SBC Central Office to the San Mateo County Sheriff and the district has a contract with the County to answer their 9-1-1 calls. We find nothing in our records requesting approval for moving these trunks and no agreement to continue to fund these trunks. Further investigation is required by our office to determine appropriate trunking and related funding.

We were able to obtain 9-1-1 call statistics from Mr. Robert Bustichi of the San Mateo Sheriff's Department. The call statistics for the Broadmoor Police Department's 9-1-1 trunks are as follows:

Year 2000	Total 9-1-1 Calls	466	or 38 calls per month
Year 2001	Total 9-1-1 Calls	820	or 68 calls per month
Year 2002	Total 9-1-1 Calls	687	or 57 calls per month
1/1/03 - 9/22/03	Total 9-1-1 Calls	643	or 71 calls per month

The information that has been provided to the 9-1-1 Office from the Broadmoor PD indicates your agency no longer operated as a PSAP as of October 2001 when the 9-1-1 trunks were permanently routed to the San Mateo County Sheriff. Therefore, this request must be considered a request to approve the Broadmoor PD as a new PSAP.

Based on the call statistics provided and no commitment to answer 9-1-1 calls 24 hours per day, seven days per week, the Broadmoor PD does not meet the criteria to be established as a new PSAP and receive 9-1-1 Office funding.

If you can provide additional documentation to support your request, please contact Dana Earl, your 9-1-1 Office consultant, at dana.earl@dgs.ca.gov or (916) 657-9202. If you have questions about our funding policies and this letter, please do not hesitate to contact me at joan.decrescenzo@dgs.ca.gov or (916) 657-9113.

Sincerely,



JOAN DeCRESCENZO, Supervisor
California 9-1-1 Emergency Communications Office

JD/DE:ja

cc: Mr. Ralph E. Cole, Commander of Police, Broadmoor Police Department
Mr. Daniel D. White, Specialized Communications Services Fax to: 925-551-0113
Ms. Dana L. Earl, 9-1-1 Office Consultant

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

Attachment I

Earl, Dana

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From: Earl, Dana
Sent: Thursday, August 19, 2004 10:50 AM
To: 'Dan White'
Subject: RE: Broadmoor

Hi Dan,

Regarding the E911 trunks for the Broadmoor PD, the State is currently paying for all of these trunks. Since we are not funding this PSAP anymore, any changes to trunk location will need to be handled by the PD or their designee. Any charges associated with these move/changes will be paid for by the Broadmoor PD. When you talk to SBC regarding any changes, please have them change the billing information to remove the State of California and add the Broadmoor PD as the Bill to address. This will be for their alternate answer circuit, and ALI Retrieval circuits as well. As of September 1, 2004 the State will no longer pay these bills. Any bills that the State receives after September 1, 2004 will be forwarded to the Broadmoor Police Department for payment.

If you have any questions regarding this, please let me know.

Thanks

Dana Earl
9-1-1 Consultant
California 9-1-1 Emergency Communications Office
Phone 916-657-9202
Fax 916-657-9882
dana.earl@dgs.ca.gov
<http://www.td.dgs.ca.gov/Services/911>

-----Original Message-----

From: Dan White [mailto:dan@specialized-comm.com]
Sent: Thursday, August 19, 2004 8:31 AM
To: Dana.Earl@dgs.ca.gov; hl9683@sbc.com
Cc: greglove@pd.broadmoor.ca.us; ralphcole@pd.broadmoor.ca.us
Subject: Broadmoor

Colleagues:

After receiving the letter from DGS denying funding for the Broadmoor Police District PSAP the district has done considerable soul-searching and while everyone feels the decision to deny funding of their replacement PSAP was unfair and flies in the face of promises made to the district when their old PSAP was removed, they have decided to move forward. To that end the police commission has approved funding the PSAP themselves as there is a very strong sentiment in Broadmoor that the citizens deserve local E911 service and moreover that they expect it. This is a big step for this agency however it does reflect their strong desire to provide emergency services to the citizens.

I would like to have our E911 trunks and digital ANI/ALI reinstalled in our building at 388 88th St, Daly City 94014 ASAP please. This is the same location (new building, same address) where they used to appear before the PSAP was removed for construction. I anticipate the PSAP will be installed in about 1 week so sooner is better. Please let me know when this can happen and please co-ordinate the installation and testing with me. My notes from my meeting with David Sanchez reflect that the trunks continued to be funded by DGS and were co-forwarded to county comm. Since I was not notified to the contrary I trust this is still the case. We will keep County Comm as our alternate PSAP.

1

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

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Thank you for your anticipated co-operation. Please contact me
with any questions or concerns.

Best personal regards.

=====

dan@specialized-comm.com	KG6DKK	Dan White
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Never try to leap a chasm in two jumps.
<http://www.specialized-comm.com> ICQ 163769694

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State of California, Department of General Services
California 9-1-1 Emergency Communications Office

Attachment J

Page 1 of 2

Earl, Dana

From: Rhoe, Daphne
Sent: Wednesday, September 01, 2004 10:46 AM
To: Osborne, Diane
Cc: Earl, Dana
Subject: RE: Request for assistance from Broadmoor PD

Hi Diane: Dana let me know that you discussed this with her. She and I will be meeting shortly to discuss alternatives. At this point, why don't you wait until after Dana's and my discussion. I may want to include you in a conference call with Chief Love (or not). As a courtesy, I think it's appropriate for you to respond on some level, but I'd prefer that it occur after Dana, SBC and I have had a chance to review the background and consider alternatives.

Thanks,

-Daphne

-----Original Message-----

From: Osborne, Diane
Sent: Wednesday, September 01, 2004 9:06 AM
To: Rhoe, Daphne
Subject: FW: Request for assistance from Broadmoor PD

Hi Daphne,

I received this e-mail yesterday and I really do not recall discussions with Chief Love. He refers to correspondence but there is none in the file.

I can see if they were talking about a "move" I may have said they might want to wait on getting their new 9-1-1 system because the State would only pay installation charges one time.

Do you think I should respond ?

Diane

-----Original Message-----

From: Gregory Love [mailto:greglove@pd.broadmoor.ca.us]
Sent: Tuesday, August 31, 2004 2:10 PM
To: diane.osborne@dgs.ca.gov
Cc: 'Dan White'
Subject: Request for assistance from Broadmoor PD

Dear Diane,

My name is Greg Love and I am the Police Chief for the Broadmoor Police Department located in San Mateo County. In past years, when you were the telecommunications manager for the 9-1-1, we had occasions to speak and correspond regarding the acquisition of a PSAP for the Broadmoor Police Department. On October 24, 1997, I directed a letter to you regarding our desire to take advantage of the upgraded and enhanced 911 system being offered at that time. On April 22, 1998, we were informed by Cynthia Pelfrey, 911 Marketing Communications Manager, that we would be entitled to enhanced 911 circuits at no charge to this Agency.

To refresh your memory we were in constant negotiations with representatives of the City of Daly City, who owned a large vacant lot near our station, as well as numerous developers which proposed several ideas to develop the area in and around our police station. After years of negotiations, in September of 2001, we finally moved our

9/1/2004

**State of California, Department of General Services
California 9-1-1 Emergency Communications Office**

Page 2 of 2

Police Department from its location of 388 88th Street, Daly City, to a temporary location for 16 months while our new station was being built at the original site on 88th Street.

Prior to the move, we were informed that our 911 equipment, which was located on site, was due for an upgrade and that the equipment and cost of installation would be paid for by the State. Since we were going to be moving shortly, and the State would only pay for the process once (not to the temporary station and then back to our new police station), it was agreed that we would wait until the new police station was completed to have the upgraded 911 equipment installed. The additional parties involved (PacBell and State representatives) in this decision agreed it would be in our Agency's best interest to 'wait' for our upgrade, and once that we relocated to our permanent site, the equipment/circuits would be installed at that time, with no cost to this Agency. This decision was based solely on economic factors and was not just an arbitrary decision to shut down the 911 system without notice to the proper state and local agencies as some have stated. It would have been cost prohibitive to move the 911 system twice. In fact, two additional individuals had knowledge of our move and provided the input needed to arrive at the decision we did -- Mr. Mike Perkins, 911 Emergency Communications Manager, and Mr. David Sanchez. Both of whom former Broadmoor Police Chief Timothy J. Guiney, Records Supervisor Ken Cunningham, and I spoke to personally, were aware of the move and our intention to take advantage of the upgraded 911 system upon our return to our permanent site.

Note - currently, our 911 calls are diverted to San Mateo County Public Safety Communications. SBC (PacBell at the time) removed our system when we vacated our old station.

Here is our dilemma and my need for your assistance. Personnel in the PSAP process have changed and no one remembers our agreement. In fact, their belief is that we removed the PSAP equipment from our old station without notifying the State; something that is far from the truth. I know that I discussed the above with you in the past on a few occasions. It would be extremely helpful and greatly appreciated if you could provide me with your recollection so I can share them with the current State's PSAP Staff. This matter is of great importance with our department and the residents of our community. Any assistance or advice you could provide will be greatly appreciated.

Feel free to contact me at anytime. My direct line is 650-755-9514, and I can be reached via E-mail at greglove@pd.broadmoor.ca.us

Thank you in advance.

Gregory Love
Chief of Police
Broadmoor Police Department

9/1/2004

BROADMOOR POLICE DEPARTMENT
September 14, 2004
Conference Call
3:30 pm

Daphne Rhoe, Dana Earl, Dan White (Consultant), Chief Gregory Love, and Ralph Cole of Broadmoor Police Department

The Broadmoor Police Department (PD) moved into a temporary facility around September 2001 to start construction of their new facility. SBC at that time removed the equipment (Order number C35898898) and permanently changed the route index in the Millbrae tandem to route Broadmoor PD 9-1-1 traffic across San Mateo County Communications Trunks. San Mateo County at that time started answering 9-1-1 calls and also dispatching for the Broadmoor PD.

Chief Love had stated that before the move to the temporary building, the Broadmoor PD was operating 8:00am – 4:00pm only. All call taking and dispatching after 4:00pm were done by the San Mateo County Comm.

The Broadmoor PD has purchased a 9-1-1 telephone system from the South San Francisco Police Department. This equipment was their old Electro Key system with a MAARS controller by Plant Equipment, Inc. They also have AIU screens that will display ANI/ALI information. This equipment is at least 10 years old. There is no maintenance agreement for this equipment, and it has not been certified by the manufacturer to work for at least 5 more years. Broadmoor PD said they will be responsible for the maintenance of this equipment.

The State 9-1-1 Office has stated that they will not stand in the way if Broadmoor PD wants to fund their own equipment and 9-1-1 trunks. The State 9-1-1 Office will not fund this agency as a PSAP as they do not meet the State 9-1-1 Office criteria. The Broadmoor PD would have to contact SBC and work with them in regards to obtaining 9-1-1 trunks.

State of California, Department of General Services
California 9-1-1 Emergency Communications Office



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Attachment L

DEPARTMENT OF GENERAL SERVICES
Telecommunications Division

September 17, 2004

Gregory Love, Chief of Police
Broadmoor Police Department
388 Eighty Eighth Street
Broadmoor, CA 94015-1717

Dear Chief Love:

This letter is a follow-up to our conference call on September 14, 2004, regarding Broadmoor Police Department's request to be reinstated as a public safety answering point (PSAP).

The Broadmoor Police Department moved into a temporary facility around September 2001 to start construction of their new facility. SBC at that time removed the equipment and permanently changed the route index in the Millbrae tandem to route Broadmoor Police Department's 9-1-1 traffic across the San Mateo County Communications trunks. San Mateo County Communications at that time started answering 9-1-1 calls and dispatching for the Broadmoor Police Department 24 hours per day, 7 days per week. It was also stated that prior to the Broadmoor Police Department's move to the temporary facility, they were only operating 8:00 a.m. to 4:00 p.m. All 9-1-1 calls and dispatching, after 4:00 p.m., were handled by San Mateo County Communications.

The California 9-1-1 Emergency Communications Office (9-1-1 Office) has reviewed all files for your agency and found there is no written communication or approval from the 9-1-1 Office regarding the temporary closure of your PSAP prior to your agency's move. There was no written communication or approval from the 9-1-1 Office approving the ESN change to direct Broadmoor's 9-1-1 calls to San Mateo County Communications.

Based on the call statistics provided by the San Mateo County Communications and no commitment to answer 9-1-1 calls 24 hours per day, seven days per week, the Broadmoor Police Department does not meet the criteria to receive 9-1-1 Office funding. Since the Broadmoor Police Department is not eligible to receive 9-1-1 Office funding the existing 9-1-1 trunks and alternate answer circuit assigned to the Broadmoor Police Department will be disconnected two weeks from the date of this letter.

If you have any questions or need further clarification, please do not hesitate to email me at daphne.rhoe@dgs.ca.gov, or contact me at (916) 657-9911, or you may email Dana Earl at dana.earl@dgs.ca.gov, or contact her at (916) 657-9202.

Sincerely,

A handwritten signature in black ink, appearing to read 'Daphne Rhoe', written over a horizontal line.

DAPHNE RHOE, Chief
California 9-1-1 Emergency Communications Office

DR:DE:ja

cc: Commander Ralph E. Cole, Broadmoor Police Department
Mr. Daniel D. White, Specialized Communications Services Fax to: 925-551-0113
Ms. Dana L. Earl, 9-1-1 Office Consultant

601 Sequoia Pacific Boulevard • Sacramento, California 95814-0231 • (916) 657-9903

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

Attachment M



BROADMOOR POLICE DEPARTMENT

388 Eighty Eighth Street
Broadmoor, CA 94015-1717
(650) 755-3838 • Fax (650) 877-5425



Gregory Love
Chief of Police

Board of Police Commissioners
Hon. J. Wayne Johnson
Hon. Glynis A. Carreira
Hon. Joseph P. Sheridan

September 24, 2004

Barry Hemphill
Deputy Director
Department of General Services
601 Sequoia Pacific Blvd.,
Sacramento, CA 95814

Dear Mr. Hemphill:

My name is Gregory Love and I am the Police Chief for the Broadmoor Police Department located in San Mateo County. I am writing to you to seek your help to restore our ability to answer 9-1-1 calls. Our most recent attempt to have our service restored was denied by Daphne Rhoe's letter on September 17, 2004, which I have attached for your review.

Around September of 2001, our police station was demolished and we moved to a temporary facility while a new station was being built. Prior to demolition of our station, we were told that our existing 9-1-1 system was due for an upgrade. In a joint verbal agreement with the California 9-1-1 Emergency Communications Office and PacBell (now SBC) it was agreed that it would not be economically viable to install the new upgraded equipment in a building that was going to be demolished, but rather wait until the new station was constructed. At the time, we were provided estimates that to install the 9-1-1 equipment in the temporary station and then move it back and install it in our new police station would clearly exceed \$100,000.

Now three years later, personnel in both the State Office and SBC have changed and no one will acknowledge our agreement. It's obvious that we were negligent in not getting the agreement in writing; however, our dealings were with people that we worked with for many years and trusted. I have attached an e-mail that I sent to Ms. Diane Osborne formally with the State 9-1-1 Office.

In Ms. Rhoe's letter she states, "...there is no written communication or approval from the 9-1-1 Office regarding the temporary closure of your PSAP prior to your agency's move." Sir, we did not arbitrarily remove our equipment from our station. We conducted numerous meeting with representatives from the 9-1-1 Office and PacBell. PacBell removed the equipment from our station and did whatever was necessary to temporarily re-route our 9-1-1 calls to San Mateo County Public Safety Communications.

State of California, Department of General Services
California 9-1-1 Emergency Communications Office

September 21, 2004

Mr. Barry Hemphill
Deputy Director
Department of General Services

Page Two

It is my understanding that the State 9-1-1 Office would be involved in that activity.

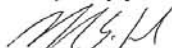
We have questions that neither the State 9-1-1 Office or SBC can answer: Why, if it is the State's position that our department is not entitled for the 9-1-1 System, did the State pay for our three trunk lines for the last three years? Where is our 9-1-1 Equipment that was removed from our station (it is my understanding that the 9-1-1 equipment was our property)? These questions have not yet been answered.

Deputy Chief Hemphill, the citizens of our community deserve and require the ability for the Broadmoor Police Department to answer their 9-1-1 calls. This service was in place prior to our move and promised by our service providers when we moved to our new station.

In Ms. Rhoe's letter she further states, "...the existing 9-1-1 trunks and alternate circuit assigned to the Broadmoor Police Department will be disconnected two weeks from the date of this letter." I am asking you to postpone the disconnecting of the 9-1-1 trunks and alternate circuit that are assigned to the Broadmoor Police Department until we have an opportunity to meet with you personally to appeal Ms. Rhoe's decision.

Your assistance is greatly appreciated by me and the residents of our community. Please contact me directly to setup an appointment to meet at your earliest opportunity. I can be reached at my direct office line 650-755-9514, or via email greglove@pd.broadmoor.ca.us.

Very truly yours,


RALPH E. COLE
COMMANDER
FOR

Gregory Love
Chief of Police
Broadmoor Police Department

cc: Chief Daphne Rhoe, California 9-1-1 Emergency Communications Office
Mr. Daniel White, Specialized Communication Services
Ms. Dana L. Earl, 9-1-1 Office Consultant
Ms. Hilarie Coby, SBC E911 Public Safety Solutions
Mr. Lance Bayer, District Counsel - Broadmoor Police Protection District
Hon. Members, Board of Police Commissioners - Broadmoor Police Protection District

**State of California, Department of General Services
California 9-1-1 Emergency Communications Office**



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State Consumer Services Agency

Attachment N

**DEPARTMENT OF GENERAL SERVICES
Telecommunications Division**

October 14, 2004

Gregory Love, Chief of Police
Broadmoor Police Department
355 Eighty Eighth Street
Broadmoor, CA 94015-1717

Dear Chief Love:

This is in response to your letter of September 24, 2004, regarding the funding of your Public Safety Answering Point (PSAP) by the California 9-1-1 Emergency Communications Office (9-1-1 Office).

We certainly want the people of Broadmoor and, indeed, the people of California to have fast, reliable access to emergency responders by means of the 9-1-1 network. Our primary mission is to enable PSAPs to receive calls and related information necessary to respond to callers seeking 9-1-1 assistance.

It is my understanding that, for the past three years, 9-1-1 calls from the community of Broadmoor have been routed to, answered and dispatched by, the PSAP at San Mateo County Public Safety Communications (San Mateo County PSAP). Based on information you provided to Ms. Rhoe, there is no indication of service degradation or complaints from the community as a result of the San Mateo County PSAP answering 9-1-1 calls originating in Broadmoor. Also, I understand that prior to moving, the Broadmoor PSAP answered 9-1-1 calls only between the hours of 8:00 a.m. and 4:00 p.m. Thereafter, calls were forwarded to the San Mateo County PSAP. From this information, it would seem that Broadmoor has historically relied upon San Mateo County to provide 9-1-1 service.

Once Broadmoor discontinued direct 9-1-1 service in preparation for the construction of a new facility, the proposed new PSAP would now have to meet some basic requirements and guidelines established to ensure the best service and the most efficient use of taxpayer dollars. These guidelines include the requirement that, to qualify for State funding, a PSAP must commit to answering 9-1-1 calls 24-hours-per-day, seven-days-per-week. According to our records, Broadmoor has not made this commitment. In addition, funding eligibility is based on a PSAP receiving a minimum of 300 emergency calls per month. Records we obtained from San Mateo County show that during the busiest month of the year, 9-1-1 calls from Broadmoor totaled about 80.

Regarding your question about the location of equipment removed three years ago, a copy of the original service order shows an employee of Broadmoor Police Department authorized the removal of 9-1-1 equipment by SBC. As a suggestion, you might consult with your SBC

**State of California, Department of General Services
California 9-1-1 Emergency Communications Office**

Chief Gregory Love

-2-

October 14, 2004

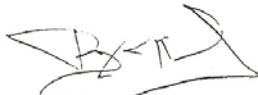
representative to determine what arrangements were made, if any, for disposition or storage of the equipment.

In an effort to resolve any open issues and to ensure the people of Broadmoor do not experience any interruption in 9-1-1 service, I have asked that the current circuit configuration remain in place temporarily, until 9-1-1 Office staff can meet with representatives of SBC to ensure Broadmoor continues to receive quality 9-1-1 service.

I applaud your dedication to serving the people of Broadmoor, and I believe that you can be assured that you have served them well by continuing to provide not only quality 9-1-1 service through the current arrangement, but cost-effective service as well.

If you still have questions, please contact me at (916) 657-9482.

Sincerely,



BARRY R. HEMPHILL
Deputy Director for Telecommunications

BRH:ja

cc: Daphne Rhoe, Chief, California 9-1-1 Emergency Communications Office
Dana Earl, 9-1-1 Office Consultant
Daniel White, Specialized Communication Services
Hilarie Coby, SBC E9-1-1 Public Safety Solutions
Lance Bayer, District Counsel, Broadmoor Police Protection District
Honorable Members, Board of Police Commissioners, Broadmoor Police Protection District